



Access Guide

Welcome to the Jewish Museum London guide to accessibility. Within this guide you will find details about visiting the museum including arrival details, facilities with relevant measurements and information about our café.

If you have any queries or would like to suggest an amendment to this guide please email our Museum Administrator at admin@jewishmuseum.org.uk or call 020 7284 7384.

For more information on our mission and policies regarding access, please visit www.jewishmuseum.org.uk/access to view our Access Policy.

Information accurate as of March 2017

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1 – OPENING TIMES

Monday 10am-5pm
Tuesday 10am-5pm
Wednesday 10am-5pm
Thursday 10am-5pm
Friday 10am-2pm
Saturday 10am-5pm
Sunday 10am-5pm

2 – ADMISSION PRICES

- Adult admission is £8.50, which includes an optional donation for Gift Aid purposes
- Concession admission is £6.50, which includes an optional donation for Gift Aid purposes
 - Concessions include over 60s, Students, or Unemployed
- Child admission for ages 5 to 15 is £3.50
 - Children under 5 go free
- Families (two adults and up to four children) are £18.00
- Carers and pass holders for the following are admitted for FREE
 - Museums Association
 - ICOM
 - Art Fund
 - London Pass

3 – GETTING HERE

- There is a bus stop within 150m (164yds) of the venue
- The nearest mainline station is Camden Road
- The nearest underground station is Camden Town
- The venue does not have its own car park
- There is not a car park for public use within 200m (approx).

3.1 – Parking and drop off details

- There is a disabled parking bay 105 yards from the museum on the corner of Albert Street and Delancey Street
- Clearly signed and / or standard marked parking bays are available
- The dimensions of the standard marked parking bays are 250cm x 450cm (8ft 2in x 14ft 9in)
- Standard marked parking bays are located on Albert Street
- Passengers may be dropped off or collected in front of the museum, where there is an unmarked loading bay

4 – INSIDE THE MUSEUM

- There is level access into the building
- Security operates the automatic door and will let you in
- The main doors open automatically
- The door opening is 98cm (3ft 3in) wide
- The doors are single width, but can be made double width manually
- There is a wheelchair to borrow; pre-booking is advised

4.1 – Cloakroom and Security Desk

- The Cloakroom is located just inside the main entrance on the left-hand side
- The reception desk is 3m (9ft 10in) from the main entrance
- There is level access to reception from the entrance
- The reception desk is medium height with a lowered section

4.2 – Ticketing Desk

- The reception desk is 10m (32ft 10in) from the main entrance
- There is level access to reception from the entrance
- The reception desk is low height
- There is a pad and pen at each desk if needed
- The main reception is located at the far end of the main entrance foyer

4.3 - Shop Desk in the Welcome Gallery

- The reception desk is 25m (27yd) from the main entrance.
- There is level access to reception from the entrance.
- The reception desk is medium height.
- The desk has a lowered section.
- There is not a hearing assistance system.

4.4 – General Information

- The venue plays background music in the café and some exhibitions
- Motorized scooters are allowed in public parts of the venue
- Lighting levels are varied throughout the building
- Assistance and support dogs are allowed throughout the museum

4.5 – Auditorium (The Joseph and Queenie Gold Auditorium)

- There is a hearing assistance system in use for all events. It is free to use
- The auditorium is located on the Upper Ground floor, to the left as you exit the main lift
- The doors are double width
- It does not contain fixed seating

4.6 – Dangoor Meeting Room

- The Meeting Room is located on the third floor to the right as you exit the main lift
- The door is single width
- It does not contain fixed seating
- The hearing assistance system can be used in this room

4.7 – Education Space

- The Education Space is located on the first floor of the building and can be accessed in two ways:
 - Via the locked, single width entrance opposite the Admissions Desk
 - A staff member will need to open this door
 - There is a lift and staircase available for use
 - Via the Judaism Gallery on the First Floor
 - There are double doors between the Gallery and Education Space, followed by a single width door

- Through this door are three stairs
 - Alternatively there is a lift to provide level access into the Education Space
 - The doors into the room are double width
- Once inside there is no fixed seating
- The hearing assistance system can be used in this room
- The lighting levels are bright

4.8 – Living Communities Gallery

- The Living Communities Gallery is located on the second floor of the building and can be reached via the main lift
- The door is a sliding glass wall that is easily doubled in width for ease of access
- Level access into the room is partly obstructed by the door frame for the sliding door.
 - If further assistance is needed to enter the gallery, please call a member of staff or volunteer.
- Lighting levels are bright

5 – GETTING TO OTHER FLOORS

5.1 - Steps

- The floors which are accessible by stairs are G-UG-1-2-3
- The steps are clearly marked, of average height and have non slip materials on each stair
- The steps have a handrail on both sides
- There are 4 steps between G-UG, and 7 steps between 1-2, with no landing

5.2- Lift (Main Lift)

- There is a lift for public use which is located in the rear of the Welcome Gallery
 - The lift is a standard lift which can access all floors (Ground, Upper Ground, 1, 2 and 3)
 - The lift is 25m (27yd) from main entrance
 - The clear door width is 89cm (2ft 11in)
 - The dimensions of the lift are 92cm x 210cm (3ft 0in x 6ft 11in)
 - There are separate entry and exit doors as well as a mirror to aid reversing out
 - There is a visible indicator of the floor and an audible announcer
 - The controls for the lift are within reach for a wheelchair user.
 - The lift controls do have tactile markings, but do not have Braille markings.
 - The lighting level in the lift is medium.
- There is also a similar lift at the front of the museum, which accesses the toilets in the basement and the Education Space on the 1st floor.
 - This lift is accessed via a security controlled door which will require a member of staff to open
 - This lift is only used for visitors attending pre-scheduled events, in which case a member of Museum staff will always be available to let visitors through

6 – CAFÉ

- The café is located on the Upper Ground Floor
- Visitors do not need to buy tickets to the museum to visit the café
- The café is strictly fish or vegetarian food

6.1 - Seating

- No tables or chairs are permanently fixed. No chairs have armrests
- Tables and chairs can be moved to accommodate wheelchair users
- Highchairs are available
- The nearest table is 9m (29ft 6in) from the main lift.
- The distance between the floor and the lowest table is 73cm (2ft 5in).

6.2 - Menu

- Menus are available in large print and are printed in contrasting colours
- Details of ingredients (including allergy information) are available upon request
- The café sells hot and cold drinks, cakes, snacks and light lunch options
- The café is not under Kosher supervision (as of March 2017)

6.3 – Eating at the Café

- Plastic cutlery, cups and drinking straws are available. Paper plates and bowls are also available upon request
- Visitors are not permitted to bring their own food into the café
 - If you wish to visit the museum with a group and need to bring your own food, please contact the Visitor Services Team who will arrange a private room for your lunch: visitorservices@jewishmuseum.org.uk. We regret that we are unable to accommodate all requests.

7 – TOILET FACILITIES

7.1 - Location and Access

- There are accessible toilets within this venue designated for public use.
- The toilet is not for the sole use of disabled people.
- There is pictorial signage on or near the toilet door.
- The accessible toilet is 15m (16yd) from the main lift.
- The accessible toilet is located on the Upper Ground floor, along the corridor next to the stairs.
- There is level access to the accessible toilet.

7.2 - Features and Dimensions

- All accessible toilets in the museum are unisex
- All accessible toilets have working emergency alarms located next to the toilet and reach from ceiling to floor
- A key is not required for the accessible toilet
 - The door opens outwards
 - The door is locked by a twist lock
 - The width of the accessible toilet door is 91cm (2ft 12in)
 - The door is heavy
- Floor maneuvering space is clear in the accessible toilet
- The dimensions of the accessible toilet are 107cm x 190cm (3ft 6in x 6ft 3in)

- There is a lateral transfer space
 - As you face the toilet pan the transfer space is on the left
 - The lateral transfer space is 79cm (2ft 7in)
- There is a dropdown rail on the transfer side
- There is not a flush on the transfer side
- The tap type is lever
 - There is not a mixer tap
- There is a coat hook
 - The coat hook is not within 120cm (3ft 11in) from floor level

7.3 - Position of Fixtures

- Wall mounted rails are available on both sides
- There is not a shelf within the accessible toilet
- There are mirrors in the accessible toilet
- Mirrors are placed at a lower level or at an angle for ease of use
- The height of the toilet seat above floor level is 47cm (1ft 7in)
- There is a towel dispenser, but not a hand dryer
 - The towel dispenser cannot be reached from seated on the toilet
 - The towel dispenser is placed higher than 100cm (3ft 3in)
 - The towel dispenser is 102cm (3ft 4in) high.
- There is a toilet roll holder
 - The toilet roll holder can be reached from seated on the toilet
 - The toilet roll holder is not placed higher than 100cm (3ft 3in)
- There is a sink
 - The sink can be reached from seated on the toilet.
 - The sink is not placed higher than 74cm (2ft 5in)

7.4 - Colour Contrast and Lighting

- The contrast between the external door and wall is poor
- The contrast between the internal door and wall is poor
- The contrast between the grab rails and wall is fair
- The contrast between the drop down rails and wall is fair
- The contrast between the walls and floor is fair
- Lighting levels are bright

7.5- Baby Change Facilities

- The baby change facilities are located in the UG floor adapted toilet
- There are also baby change facilities in the standard female toilets on the upper ground floor

7.6 - Access to Standard Female Toilet(s)

- The female toilets are located on floor UG, directly to the left of the lift
- The female toilets are 2m (6ft 7in) from the main lift
- These toilets contain cubicles with grab-rails fitted and doors which open outwards
- Lighting levels are medium
- There are also standard toilets on the basement level

7.7 - Access to Standard Male Toilet(s)

- The male toilets are located on floor UG, to the right as you exit the lift
- The male toilets are 14m (15yd) from the main lift
- Lighting levels are medium
- There are also standard toilets on the basement level

8 – ADDITIONAL INFORMATION

- Staff do receive some disability awareness and equality training
- A member of staff trained in BSL is usually available Monday through Friday and can be called to assist if needed
- Documents are not available in Braille or other languages
- Documents are available in large print
- A pictorial guide to the museum is available